

Project Managers' Advisory Group

MINUTES September 17, 2007

Attending:

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|-------------------|-------|
| Alisa Cutler | EPMO |
| Bob Giannuzzi | EPMO |
| Linda Hudson | EPMO |
| Barbara Swartz | EPMO |
| Jim Tulenko | EPMO |
| Charles Richards | EPMO |
| Gaye Mays | EPMO |
| John McShane | EPMO |
| Victoria Kumar | OSC |
| Carol Morin | DOC |
| Sarah Joyner | ESC |
| Ed Riley | DHHS |
| Charles Fraley | DHHS |
| George Thompson | ITS |
| Kathleen Crawford | ITS |
| John Gary | NCCCS |
| Carla Thorpe | DOT |
| Lucy Cornelius | DPI |
| Emily McGill | Labor |
| David Butts | NCWRC |

Bob Giannuzzi welcomed everyone to the meeting and asked first-time participants to introduce themselves. They were: **Kathleen Crawford** – ITS; **Emily McGill** – Dept. of Labor; **George Thompson** – ITS.

There were no new PMPs to recognize this month.

Bob informed that he had made two minor changes to the August minutes. Minutes were approved.

NCPMI news was covered next. **Bob** solicited feedback from those who had attended NCPMI's Annual Event. Comments made were that the conference was very good this year and the panel discussions were especially beneficial. **John McShane** reported that **Tom Runkle** will be speaking at the October 4th Public Sector LIG meeting. **Vicky Kumar** reminded the group that November 1st is International Project Management Day. On that date NCPMI is sponsoring a seminar on *Delivering Successful Projects - Every Time*. See NCPMI website for detail.

Bob Giannuzzi called for updates from the Task Groups.

- *PM Tools* **Gaye Mays** reported that a cost estimate has been received from SAP and that it's under review by the ITS CFO. She informed that licensing per individual would be \$570/ yr. **Bob** asked **Jim** what UMT seats cost, to which he responded about \$60/yr.
- *Methodology* **Alisa Cutler** handed out a proposed process for non-approved projects (to be attached to distribution of minutes). She asked that members review

and provide her feedback within 7 – 10 business days. She said that George and Billy as well as several agencies had already reviewed the document. The group is also addressing registration closeout process as well as revisions to gate approval and monthly status reporting. **Sarah Joyner** volunteered to join the group.

Bob passed out the following information on upcoming teleconferences of interest to the PM Advisory Group. He noted that NASCIO is looking for speakers, an opportunity for our PM community to share.

| Organization/website | Contacts | Upcoming Calls |
|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| NASCIO http://www.nascio.org/committees/projectmanagement/ | Stephanie Jamison 859/514-9148 sjamison@AMRms.com Access 888/272-7337 conference ID 6916986 | <u>September 18</u> (3:00) Roundtable regarding future topics |
| PMO Executive Council http://www.pmo.executiveboard.com/ | Register at website | <u>October 23</u> (12:00) Models for EPMO Governance and Organization |
| CIO Executive Council http://www.cio.executiveboard.com/ | Register at website | <u>September 25</u> (10:00) Building the IT Budget - Practices and Benchmarks for 2008 |
| Application Executive Council http://www.aec.executiveboard.com/ | Register at website | <u>September 27</u> (11:00) The Applications Lifecycle Toolkit, Part One <u>October 18</u> (11:00) 2007 IT Budget Optimization Wizard |
| Infrastructure Executive Council http://www.iec.executiveboard.com/ | Register at website | <u>September 20</u> (10:00) Improving Infrastructure Service Reliability |
| Information Risk Executive Council http://www.irec.executiveboard.com/ | Register at website | <u>October 16</u> (11:00) Embedding Security in the ERP Compliance Process |
| Enterprise Architecture Executive Council http://www.eaec.executiveboard.com/ | Register at website | <u>September 26</u> (12:00) Targeted Approaches to IT Risk Mitigation <u>October 17</u> (12:00) Calibrating EA Maturity: Insights from the EA Maturity Benchmarking Results |

Bob informed that the EPMO website now has the updated Lessons Learned uploaded.

Bob next referred to the EPMO survey that had been sent to CIO's and project managers. **Gaye** informed that the deadline for return of the survey had been moved and encouraged those who had not already done so to return their comments. **Charles Fraley** asked if DHHS had returned their survey and **Gaye** confirmed. **Charles** also suggested the survey be sent with this meeting's minutes. **Bob** agreed to do so. **Gaye** said that the top three training topics were business case development, requirements gathering and project planning.

Bob then mentioned the ITS re-organization. He informed that **Jim Tulenko**, **Charles Richards**, and **Barbara Swartz** had moved from SIO to the EPMO group. He advised that there will be a second Deputy CIO and that **Glenn Poplawski** will now be heading NCID. In response to the questions as to who is replacing **Glenn** in his present position in Enterprise Solutions, **Alisa Cutler** informed that his position is being assimilated and that **Todd Russ** is heading that group.

Bob next discussed SB 879 clarification. In spite of mixed messages as to impact on current process, he reiterated that there are no changes in approval or status reporting requirements at this time. A letter from the SCIO to this effect is imminent.

Linda Hudson gave an update on the PMP prep classes. She informed that there were 22 students enrolled, representing 7 or 8 agencies. She is optimistic that all those taking the class will pass the test.

John McShane spoke about group training. He mentioned a Requirements class will be held on September 25 at DOT (full). He said that he would like to offer this 4-day class in October/November, but only if at least 24 sign up. **John** also proposes offering a Business Analyst Certification class. **John** does not have a date as yet for the next Requirements class. He is also investigating a course on Estimating. **Vicky Kumar** asked if the RFP lab would be offered again. **John** did say that the next one offered would not be free to the agencies. **Alisa** suggested another topic – Amendments to the Contract. There was more discussion on differentiating Requirements vs. BA training. **John**, **Charles Fraley**, and **Sarah Joiner** were to exchange information on this offline.

Bob asked members to think of topics for Lunch and Learns, that would help in getting better educated in the process. Responses:

- **Vicky Kumar** - Procurement 101: RFP vs. RFI vs. eProcurement.
- **David Butts** - Technical Services vs. COTS vs. Modified COTS
- **Alisa** – Keeping vendor at fixed price
- **Bob** – Sole sourcing

Linda Hudson explained that **Raleata Jones** in State Purchasing offered a good training session for new ITS staff that would help the agencies. **Linda** also pointed out that IT Purchasing has hired an attorney, **Lauren Clemmons**. **Linda** said she had referred to her on an issue and that she was very helpful. She suggested that agencies avail themselves of Lauren's services.

Jim Tulenko reported that the PPM tool team has been focused on APM activities. **Lucy Cornelius** pointed out that the Procurement Plan process guidelines on both the IT Procurement and the PPM websites both contain a down level workflow. **Jim** will follow up.

Alisa inquired about status on a new version of the PPM tool. Jim replied that the State must first close on a revised legal agreement with Microsoft.

Bob reminded the group that the results of the EPMO assessment are posted on the OSA website. He asked if anyone had comments. He informed that EPMO is still working on a tactical plan for this FY that will respond to key issues raised in the assessment.

Bob mentioned that there were 4 closeouts this month – Lessons Learned handed out and attached. **Alisa** reminded all to use the new Lessons Learned that is on the EPMO website.

Bob informed that Carrie Conrad from the PM Executive Council will be the guest speaker at the next meeting. She will discuss research and coming activities of the councils to which the State subscribes.

Meeting adjourned at 4:05.

NEXT MEETING - MONDAY, OCTOBER 15, 2007

Lessons Learned Documentation

Exhibit A

DHHS Office of Emergency Medical Services ESAR-VHP SERVNC

1. **LESSONS LEARNED** - What were the positive lessons learned (project strengths) from this effort?

The Office of Emergency Medical Services has been very pleased with the Cores Collaborative Fusion, Inc. (CFI) developed the Community Response System (CORES™) to provide pre-event and just-in-time registration, credentialing, management, and notification of health and medical professionals to respond to natural and man-made disasters. CORES is 100% compliant with the ESAR-VHP Technical and Policy Guidelines (June 2005) and exceeds industry-related security standards. CORES is rapidly deployable and requires no additional hardware or software to operate. The application that the Collaborative Fusion, Inc. developed for North Carolina is the SERVNC Project. SERVNC was created to track mission requests during disasters.

Over 920 volunteers have been registered in the system to date (July 2007). The Office of EMS is continuing its efforts with other state agencies to expand the registry.

2. **LESSONS LEARNED** - What opportunities for improvements (project weaknesses) were learned with this project?

Start work sooner on project approval.

Exhibit B

ITS eRoom Collaboration for State Controller's Office

1. **LESSONS LEARNED** - What were the positive lessons learned (project strengths) from this effort?

By deploying a centralized PC utility ITS was able to design, deploy, and leverage internal services such that ITS offers an PC service to all State agencies which offers the following:

- Operational cost reductions, efficiency, compliance, and service improvement opportunities for State agencies and related entities
- Opportunities to leverage the same electronic document assets across a broad range of State agencies where process integration/overlap occurs
- Economies of Scale -- Normally out of reach for most Agencies, the PC shared service will present significantly lower entry costs into this level of technology.

2. **LESSONS LEARNED** - What opportunities for improvements (project weaknesses) were learned with this project?

Given that each State agency is managed by different CIOs there is no single Project Collaboration strategy for the State of NC. This needs to be addressed so that the ITS Project Collaboration Service is leveraged by each State Agency versus some other tool.

Exhibit C

DOT Database Cleansing of Legacy Photo Images

1. **LESSONS LEARNED** - What were the positive lessons learned (project strengths) from this effort?

The extra effort in planning helped to set expectations and reduced the workload in running the project.

2. **LESSONS LEARNED** - What opportunities for improvements (project weaknesses) were learned with this project?

None

Exhibit D

DHHS North Carolina Immunization Registry (NCIR) Enhancements January – June 2007

1. **LESSONS LEARNED** - What were the positive lessons learned (project strengths) from this effort?

Conducting monthly review and sign off meetings worked well and helped us manage to the deliverable schedule stated in the contract.

2. **LESSONS LEARNED** - What opportunities for improvements (project weaknesses) were learned with this project?

The amount of time required to process the paperwork for the amendment and IMOA was underestimated. In the future, allow more time for the process.

Begin development of the IMOA and Amendment sooner.

Understand the process and sequence of events for IMOA, Contract Amendment, and Project Approval